

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
November 16th, 2021 @ 12:00 PM

Agenda

- Call to Order.....Dr. Jennifer Hensley, Chair
- Public Input..... Dr. Jennifer Hensley, Chair
- Adjustments to the Agenda.....Dr. Jennifer Hensley, Chair
- Approval of the October 19th, 2021 Minutes* Dr. Jennifer Hensley, Chair
- Reports (Questions Only)
- Director's Rpt./Statistical Rpt./EOM.....Jerrie McFalls, Director
- Program Administrators Report..... Jillian Humphries, Joe Maxey, Lorie Horne
- Old Business
- None
- New Business
- 2022 Board of Social Services Meeting Calendar*Jerrie McFalls, Director
- Adjournment (Next meeting: December 21st, 2021 at 12:00 PM)Dr. Jennifer Hensley, Chair

* Designates Board Action Necessary

Henderson County Board of Social Services Mission Statement

To provide services that will improve the safety, health, well-being, independence, and quality of life for the residents of Henderson County.

Henderson County Board of Social Services

November 16th, 2021 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by DSS Board Chair Dr. Jennifer Hensley at 12:10 pm.

Board Members Present	Dr. Jennifer Hensley, Member Melinda Lowrance, Member Margaret Stone, Member Josh Simpson, Member Judy Smith, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Joseph Maxey Jr., Administrative Officer Lorie Horne, Social Work Program Administrator Jillian Humphries, Economic Services Program Administrator Karen Vale, Clerk to the Board
Guest	None

B. Public Input

None

C. Adjustments to the Agenda

None

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the minutes from the October 19th, 2021 meeting, there were none. Mrs. Stone made a motion to approve the minutes as written, Mrs. Smith seconded the motion. All members present approved the minutes as written and the motion passed.

E. Board Education

No Board Education this month due to UNC School of Government training.

F. Reports

Director's Monthly Report (Attachment I)

Mrs. Smith asked for an update on the recruitment and retention plan that county administration is working on. Director McFalls responded that the November 17th HC Commissioners meeting agenda includes an item for discussion regarding recruitment and retention. Under considerations could be a discussion of leave recognition from other counties in NC, current salary plan, benefits, etc. The commissioners could approve a plan presented by County Manager John Mitchell and County Human Resource Director Karen Ensley. Currently DSS has 14 vacancies and three positions that will be reclassified to help DSS meet state mandates and workflow.

Chair Hensley asked about the status of the NC State budget. Director McFalls responded that Governor Cooper was given the proposed budget yesterday, November 15th. The version coming out of the House included raises for teachers and other state employees, and the section that contains taxes (raises or cuts) is coming from the Senate. There will probably be a vote in both chambers this week. The Governor can veto it, let it ride and not sign it which means it will become law, or he could sign it. If he veto's it there is a belief that there are enough votes to override his veto, they would only need three in

the House and two in the Senate. Medicaid expansion is not in the proposed budget, one chamber was for the expansion while the other was not. It is one of the programs that the Governor really wants, there is so much more federal money available to North Carolina if Medicaid expansion is implemented. There is also some discussion that the federal government may penalize states that do not expand Medicaid. If this budget passes, it will be the first budget passed since 2017.

Mr. Simpson asked if the County is ready to address the rise in the cost of living over the last year as they look at county employee salaries. It would be very disappointing to raise the county salaries, but if it doesn't make an impact against the cost of living for staff, it would seem to fall short of the need. Director McFalls shared that County management is looking at several options. If the County raises salaries, they have to be prepared to maintain the higher salaries in the future. The tax rate was set for this year already, but they can adjust the budget anywhere else they deem necessary. Dr. Hensley added that there will be a county property re-evaluation in 2023, and currently market values are set to increase 20%. The increased revenue from the re-evaluation will help cover the increase in salaries as the county moves forward.

Mrs. Stone asked about the new division created by NC DHHS "Division of Child and Family Well-Being." Director McFalls explained that it's not like child protective services or child welfare, it's more food stamps and other support programs that ensure families have food in their homes. Very little information has been sent out, they have hired two staff and are working to hire additional staff. Dr. Hensley asked about the increase in the number of food stamp applications. Director McFalls met with Economic Benefits Program Administrator Jillian Humphries about the increase, one theory is that the families that were given food stamps automatically during the pandemic have decided to complete the application process to ensure they continue to receive the benefit. Vice-Chair Lowrance expressed her concern about the mental health component of the new DHHS program. There is already limited availability for mental health, and now DHHS is going to create a program and hire staff to address this issue. Director McFalls responded that DHHS wants to put behavioral health staff in the school systems in primary care school systems and specialty care. It looks like they are going to try through DHHS, to create positions within school systems that would provide more mental health staff on site. Currently most schools have a school social workers and school counselors, but the behavioral health people in schools historically came from an outside vendor like Family Preservation or Trend. Now it looks like they would be school employees, more long-term employees to work with students on these issues. During COVID many schools stopped one-on-one therapy sessions. Currently, Crossnore and Blue Ridge Health are providing therapists at the schools to meet with students whether they are on Medicaid or carry a private insurance. It is unclear which schools are providing these services, but it is confirmed to be occurring at Sugarloaf Elementary.

Vice-Chair Lowrance asked if there was any new information regarding the Connections Center. Director McFalls responded that there is currently a dialogue going on between the Center and the City of Hendersonville about zoning. Chair Hensley would like to see the Connections Center be able to provide more direct service to clients such as treatment for addiction, etc. Director McFalls shared that Henderson County will be receiving \$10 million dollars over 18 years as part of the opioid settlement. The Partnership of Health has a subcommittee that started talking about the results from Commissioner Lapsley's substance abuse task force regarding what our community really needs. Director McFalls suggested through the subcommittee Commissioner Lapsley's task force reconvene to oversee these

funds. She anticipates that the meetings will be scheduled soon to start this process. Chair Hensley is looking for a program that will provide sustainable change for Henderson County. Mr. Simpson shared his experience with drug court in Buncombe County and a program he was familiar with in Texas that provided clients with a liaison that walked them through completing a job application, creating a resume, preparing for an interview, etc. The liaison was there to guide the client but did not do the work for the client. There was high accountability on the client's shoulders. Mr. Simpson will send the information to Chair Hensley. Vice-Chair Lowrance shared that there is a program in the Raleigh-Durham-Greensboro area called Second Chance that was organized by former inmates. They have now opened an office in the Gastonia area and are working with people in Asheville promoting programs to assist former inmates in securing mental health treatment, finding employment, etc. Vice-Chair Lowrance wants to ensure that Mr. Lapsley's task force is looking at the entire community, not just certain populations.

Chair Hensley shared that she has been meeting for the last 18 months with Commissioner Rebecca McCall and School Board Vice-Chair Amy Lynn Holt about preventable deaths in Henderson County. Specifically, accidental drownings in children. Several years ago, Dr. Hensley and DSS partnered with Blue Ridge Community College three years ago to promote CPR education through a video created by students at Blue Ridge. Swimming is a barrier often for children of color because their parents or grandparents never learned to swim. Now they have partnered with the YMCA to start swimming lessons for all second graders throughout the county. The school board has now added it to the curriculum.

November Employees of the Month (Attachment II)

No Discussion

October 2020 - October 2021 Statistical Report (Attachment III)

No Discussion

November Program Administrator's Report (Attachment IV)

No Discussion

G. Old Business

None

H. New Business

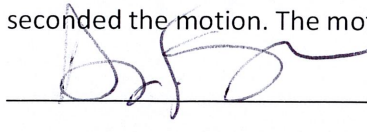
2022 Board of Social Services Meeting Calendar*

Chair Hensley shared that the Board needs to approve their meeting schedule for 2022. Vice-Chair Lowrance made a motion to approve the schedule as presented, Mrs. Smith seconded the motion. All Board members present were in favor and the motion passed. Clerk Karen Vale will distribute the schedule to the necessary outlets and update the Board section of the DSS web page.

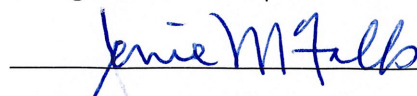
I. Adjournment

Dr. Hensley reminded members that the annual toy run is scheduled for this Saturday, November 20th. She encouraged everyone to attend. She then asked if there were any additional items for discussion,

none were presented. Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Smith seconded the motion. The motion passed and the meeting ended at 1:00 pm.


_____ 12/21/21

Dr. Jennifer Hensley, Chair Date


_____ 12/21/21

Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Director's Report – November 2021
- II. Employees of the Month – November 2021
- III. October 2020 – October 2021 Statistical Report
- IV. Program Administrator's Report – November 2021
- V. FY 21-22 3-Month YTD Financial Report
- VI. 2022 Monthly Meeting Schedule – Proposed
- VII. HC Human Resources PowerPoint Presentation to HC Commissioners 11/1/2021

Monthly Director's Report to Board of Social Services



November 2021

Submitted by:
Jerrie McFalls, Director

~ NCDHHS has announced the creation of the Division of Child and Family Well-Being. Their goal is to “Improve child and family well-being so all children have the opportunity to develop to their full potential and thrive.” This division will include:

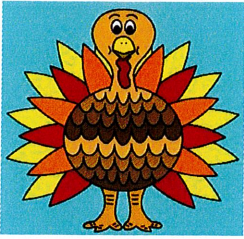
- Nutrition Programs including FNS Policy, Program Integrity, and Help Desk; SNAP Outreach and Education; FNS Employment and Training, Quality Control
- Early Intervention Programs
- Children’s Behavioral Health Programs
- Health and Prevention Services for children and youth

The strategic priority areas for DCFW are to:

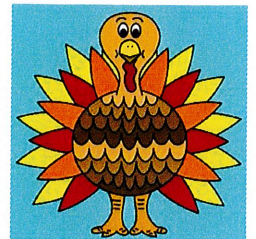
- 1) Reduce food insecurity among children and youth through increased access to nutrition support services
- 2) Increase access to children’s mental health services by expanding mental health services in primary care, schools, and specialty care

It is anticipated that this Division will be operational in early 2022.

~ County Manager John Mitchell and HR Director Karen Ensley presented information to the County Commissioners on Monday, November 1st, 2021 regarding recruitment and retention. The information included county position vacancies, turnover, enhancements offered by other counties and cities, known obstacles, inflation impact, training costs, reduced applications per posting, and turnover trends. Data specific to DSS was presented. At the end of the presentation County Staff were directed to bring a plan to the Commissioners at the mid-November meeting on November 17, 2021.



November Employees of the Month



The Peer Support Team (Amanda Gregg, Krystal Pereira, Michelle Hamilton & Katherine Ponder): They are true PEER SUPPORT Champions. Their enthusiasm, excitement, and passion for supporting the well-being of our Social Workers is of the utmost importance to them. They strive to encourage others to provide Self Care and remind others that the work we do is so important, but what we deal with is anything but normal...

Just like everyone, they have been stretched and pulled in many different directions, yet they continue to make themselves available to support their colleagues.



Cynthia Williams (IMC 2—F&C Maintenance): “Cindy is a hard worker and has been assisting with a vacant caseload in order to help out the unit. Cindy has done this while keeping her caseload current in the 10th month. Cindy has been a great addition to our Unit, she keeps a positive attitude and is a joy to work with!”



Mikayla Parker (IMC 2—F&C Intake): “Mikayla has worked very hard in learning F&C Medicaid, Energy Assistance, as well as, the specialty caseload of BCCM cases. She has tirelessly researched policy, reviewed admin. letters, watched webinars, etc. to successfully juggle all of her duties while maintaining accuracy and timeliness. Mikayla is always willing to help in any way possible and demonstrates dedication to the team she serves!”



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
MONTHLY COMPARATIVE STATISTICS

PROGRAM AREA - MONTHLY CASE COUNT	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	% Change From Prior 12 Mths
Food Stamp (FNS) Cases	5111	5090	5258	5391	5583	5701	5739	5777	5836	5889	5964	6024	6111	
FNS Apps Taken	375	391	304	269	246				146	128	180	159	225	
Individuals Served	10275	10172	10543	10790	11189	11441	11525	11610	11720	11794	11926	12014	12199	
Work First Employment Cases	7	7	9	7	6	4	5	2	2	4	3	5	1	-80.3%
Child Only Work First Cases	95	92	90	90	88	89	85	80	82	82	79	78	77	-10.3%
Crisis Heat/Cooling (CIP)	144	124	159	151	112	64	23	18	20	25	56	69	85	
Low Income Energy (LIEAP)	0	0	463	361	148	77	3	0	0	0	0	0	0	
Medical Assistance Cases ^{2&4}	16655	16794	17019	17171					14027	14461	14976	15458	15898	
Participants	22708	22962	23268	23470					20339	20862	21549	22111	22691	
Applications Received	421	457	487	511					226	264	272	278	263	
Medicaid Transports	1168	778	1409	1121	1030	1559	1274	1634	1434	1118	306	1408	971	
Individuals Transported	145	131	84	107	159	148	173	183	164	152	185	195	195	
Child Support Cases	2365	2364	2368	2353	2363	2363	2350	2338	2332	2336	2313	2294	2278	-2.9%
Child Support Collections	\$335,662.71	\$337,233.05	\$338,251.17	\$303,713.44	\$312,838.13	\$395,757.75	\$361,135.02	\$334,773.76	\$407,149.66	\$347,877.93	\$327,509.67	\$332,920.07	\$299,584.49	-13.1%
Child Day Care	418	418	464	509	509	462	458	458	447	443	473			
Child Day Care Expenditures ¹	\$199,026	\$231,033	\$216,700	\$211,818	\$212,332	\$272,439	\$256,796	\$257,448	\$223,250	\$219,960	\$226,237			
CPS Investigations Initiated	91	79	77	70	73	105	103	105	67	67	86	96	92	8.3%
CPS Investigations Continuing	107	95	103	113	105	124	138	151	134	101	125	135	155	30.0%
CPS -In-Home Case Mgt	33	34	31	33	31	30	29	21	25	25	22	22	21	-25.0%
CPS-Children In Custody (0-18)	170	172	173	170	172	166	162	170	176	171	171	167	165	-2.9%
CPS-Foster Care (age 18-21) ³	15	16	15	14	14	15	15	22	22	24	25	17	18	0.9%
APS Open Cases	46	49	37	57	46	44	36	45	47	33	27	44	39	-8.4%
Spec. Asst. In-Home	123	126	126	127	126	124	126	126	126	118	118	118	116	-6.2%
Guardianship Cases	25	24	25	25	26	25	25	26	25	25	27	27	24	-5.6%
In-Home Aid Services(Contract)	83	81	82	82	81	81	82	80	79	76	74	74	73	-8.3%

1 - New category as of 7/1/2014

2- New category as of 3/1/2015

3- New category as of 1/1/17

4- Medicaid #'s revised beginning 7/2017

Program Administrators Report for November 2021

Social Work

Adult Services

Adult Services saw a slight decline in October with 25 screened in APS reports and 24 on-going guardianship cases. Even with this decline, there has been no shortage of challenges. For example, in June, DSS was named Guardian of the Person for an individual who was due to be released from prison in October. This individual has spent a significant amount of time in prison and is on the sex offender registry. This individual also has a mental health diagnosis as well as a developmental disability. Adult Services staff began working, prior to his release, to secure an appropriate living arrangement for this guardian. They contacted approximately 80 facilities with no luck. In October the individual was released and returned to Henderson County, and arrangements were made for him to stay in motel while we continued our efforts to make a more appropriate plan. To date, we have been unable to find appropriate placement, due to the individual's sex offender status and the nature of his crimes. We have asked for assistance from several agencies including the Henderson County Parole Office, Department of Public Safety's Re-Entry Services Division, Alliance of Disability Advocates, Vaya, and the Division of Aging and Adult Services. We have also attempted to involuntarily commit (IVC) the individual due to some concerning behaviors that we felt posed a threat to the community, but the hospital declined to keep him. Due to minor curfew violations, the individual is currently back in jail, but we anticipate he will be released mid-month. To date, a total of 5,315 minutes or 88.5 hours has been coded to this individual.

Traci Corn, Adult Services Program Manager and I attended a meeting with Hendersonville Fire Chief Miller, Mike Barnette, EMS Manger, and Daniel Carey, Council on Aging, to discuss several situations where the fire department or EMS is called to the same residence to assist the same elderly adults' numerous times in the same day. We were able to talk about several ways we could collaborate to assist in these situations and provided information about APS intake and our process of receiving and accepting APS reports.

Child Welfare

During the month of October, the Foster Care unit achieved permanence for 17 children. There were eight children reunified with their families; five children that guardianship was given to a relative; and four adoptions. This was a great accomplishment for these children and the foster care teams. At the end of October, we had 150 children in foster care and 18 youth in our foster care 18-21 program.

Family Resource Unit completed MAPP class as of 11/4, with prospective five families to be licensed. Our next MAPP class is scheduled for January 20th through March 10th, 2022.

Mud Creek Baptist Church sponsored a Fall Festival Oct 31st and one of our social workers, Kym Rhodes, attended and highlighted the need for foster parents in our community.

Hendersonville Church has collaborated with other area churches to support one of our current foster families with renovation of a room, in order to keep three siblings together.

Just a reminder, the Toy Run is coming up next weekend, Saturday November 20th beginning at 10:00 AM. We are collaborating this year with Mud Creek Baptist Church to be the distribution place for social workers and families, December 6 & 7th, 4-8 pm.

Child Welfare Program Managers have begun working with VAYA and local mental health providers to establish shared case staffing. We feel this will assist in creating consistency of care, expedited service delivery and identification of barriers. Shared staffing will also be an opportunity to build new connections and maintain those already established relationships with our service providers.

Economic Services

Food & Nutrition

- Due to ongoing COVID waivers, Food & Nutrition cases with 6 months certifications continue to be auto certified by the State through December 2021 OR when the governor ends the state of emergency

Medicaid

- The Public Health Emergency has been extended for another 90 days, through mid-January. We are to continue to follow COVID19 protocol and waiver guidance until this time and/or notified otherwise.

Energy

- We will begin taking applications for LIEAP 12/1/21. This program runs through 3/31/22.
 - Only clients aged 60 and above or disabled can apply initially.
 - All households can apply beginning 1/1/22

Additional Info

- Open enrollment for the Federal Marketplace health insurance (healthcare.gov) began 11/1/21.
 - We have already seen a large increase in Medicaid applications coming from the Marketplace
 - Open enrollment will run through 1/15/22
- LIHWAP (water assistance) is a new, temporary program that provides assistance for water bills.
 - We will begin taking applications 12/1/21
 - We have not yet been notified of our county's expected allocation

**Henderson County Department of Social Services
FY21-22 4 MONTH YTD OCT21 - (111621)**

DESCRIPTION	TARGET =											YTD SPEND 2021-2022	% SPENT	\$ UNSPENT
	ACTUAL FY 12-13	ACTUAL FY 13-14	ACTUAL FY14-15	ACTUAL FY15-16	ACTUAL FY16-17	ACTUAL FY17-18	ACTUAL 2018-19	ACTUAL 2019-20	ACTUAL 2020-21	BUDGET 2021-2022	33.3%			
SALARIES - WAGES, OT, TEMP	6,675,430	6,822,428	7,179,068	7,179,338	7,477,098	7,553,754	7,849,280	8,076,196	8,129,494	8,601,836	2,818,831	32.8%	5,783,005	
DEFERRED COMP - SUPP, LGERS & 401K	519,736	551,487	591,834	563,817	636,219	654,785	708,049	833,486	946,709	1,039,219	362,784	34.9%	676,435	
INSURANCE - MEDICAL & DENTAL	1,845,802	2,079,280	2,089,895	2,050,190	2,160,256	2,243,185	2,287,467	2,099,836	2,320,530	2,504,138	750,405	30.0%	1,753,733	
UNEMPLOYMENT & WORKERS COMP	191,262	126,452	95,351	53,849	60,374	82,422	123,599	81,594	44,158	93,288	39,062	41.9%	54,226	
SOCIAL SECURITY (FICA)	485,558	495,573	527,147	519,084	540,337	545,069	566,159	582,366	585,472	661,300	203,646	30.8%	457,654	
STAFF TRAINING	22,972	23,460	21,363	29,320	43,424	49,668	52,019	34,265	30,632	70,000	5,580	8.0%	64,420	
STAFF	9,740,760	10,098,679	10,504,658	10,395,598	10,917,709	11,128,883	11,586,573	11,707,743	12,056,996	12,969,781	4,180,309	32.2%	8,789,472	
TECHNOLOGY (IT) - CAPITALIZED & NON-CAP	182,013	237,928	215,713	162,227	166,555	288,605	106,714	152,837	280,472	299,257	91,111	30.4%	208,146	
***SUPPLIES - OFFICE, CLNG, FOOD, DP, FURNITURE & DUES	156,036	159,567	223,383	284,504	178,221	267,041	125,735	104,835	336,548	147,500	31,372	21.3%	116,128	
TELEPHONE - AGENCY SYSTEM & STIPEND	110,054	118,303	123,525	80,537	103,696	97,738	111,656	147,477	123,677	149,663	31,318	20.9%	118,345	
POSTAGE	59,643	61,131	35,256	53,606	39,650	41,001	44,025	45,341	43,756	50,000	-1,346	-2.7%	51,346	
MAINT & REPAIR - BUILDING, GROUNDS & EQUIPMENT	8,488	2,791	17,437	4,397	0	0	0	0	0	0	0	0	0	
CONTRACTED SERVICES	448,887	551,002	772,476	573,428	599,967	644,263	538,747	489,949	480,872	688,000	113,658	16.5%	574,342	
OUTSIDE SERVICES - PRINTING, MED/LEGAL/PROF/RESEARCH/JUDICIAL/ADV	39,316	38,701	54,609	58,012	74,726	82,702	71,884	121,597	126,036	151,000	49,391	32.7%	101,609	
CLIENT TRAVEL ^a - MILEAGE, FUEL & VEHICLE EXPENSE	117,636	118,153	118,911	140,182	132,864	103,720	106,488	77,621	60,750	93,750	27,643	29.5%	66,107	
RENT (EQUIPMENT & PROPERTY)	83,680	80,989	85,660	74,450	43,343	43,368	39,061	32,617	28,319	82,000	6,784	8.3%	75,216	
INSURANCE/BONDING	122,750	104,118	119,193	106,257	103,321	106,953	100,722	95,452	98,735	1,000,279	100,253	10.0%	900,026	
GUARDIANSHIP ASSISTANCE	28,800	28,800	28,800	32,800	40,800	35,699	26,400	26,400	26,400	42,000	8,800	21.0%	33,200	
FOSTER CARE TRAINING	5,657	4,499	5,122	8,070	5,479	4,358	6,882	6,929	3,420	12,000	256	2.1%	11,744	
ADMINISTRATIVE	1,180,947	1,268,053	1,584,370	1,416,243	1,322,067	1,426,843	1,171,599	1,148,218	1,328,512	2,416,192	368,128	15.2%	2,048,064	
TOTAL STAFF & ADMINISTRATIVE	11,103,719	11,604,661	12,304,742	11,974,069	12,406,331	12,844,331	12,864,886	13,008,797	13,665,980	15,685,230	4,639,547	29.6%	11,045,683	



**HENDERSON COUNTY
BOARD OF SOCIAL SERVICES
2022 MONTHLY MEETING SCHEDULE**

Meeting Dates: 3rd Tuesday of each month
Time: **12:00 PM**
Location: North Conference Room (C2140)/Human Services Bldg. (*unless otherwise posted)

MONTH	DATE
JANUARY	18 th
FEBRUARY	15 th
MARCH	15 th
APRIL	19 th
MAY	17 th
JUNE	21 st
JULY	19 th
AUGUST	16 th
SEPTEMBER	20 th
OCTOBER	18 th
NOVEMBER	15 th
DECEMBER	20 th

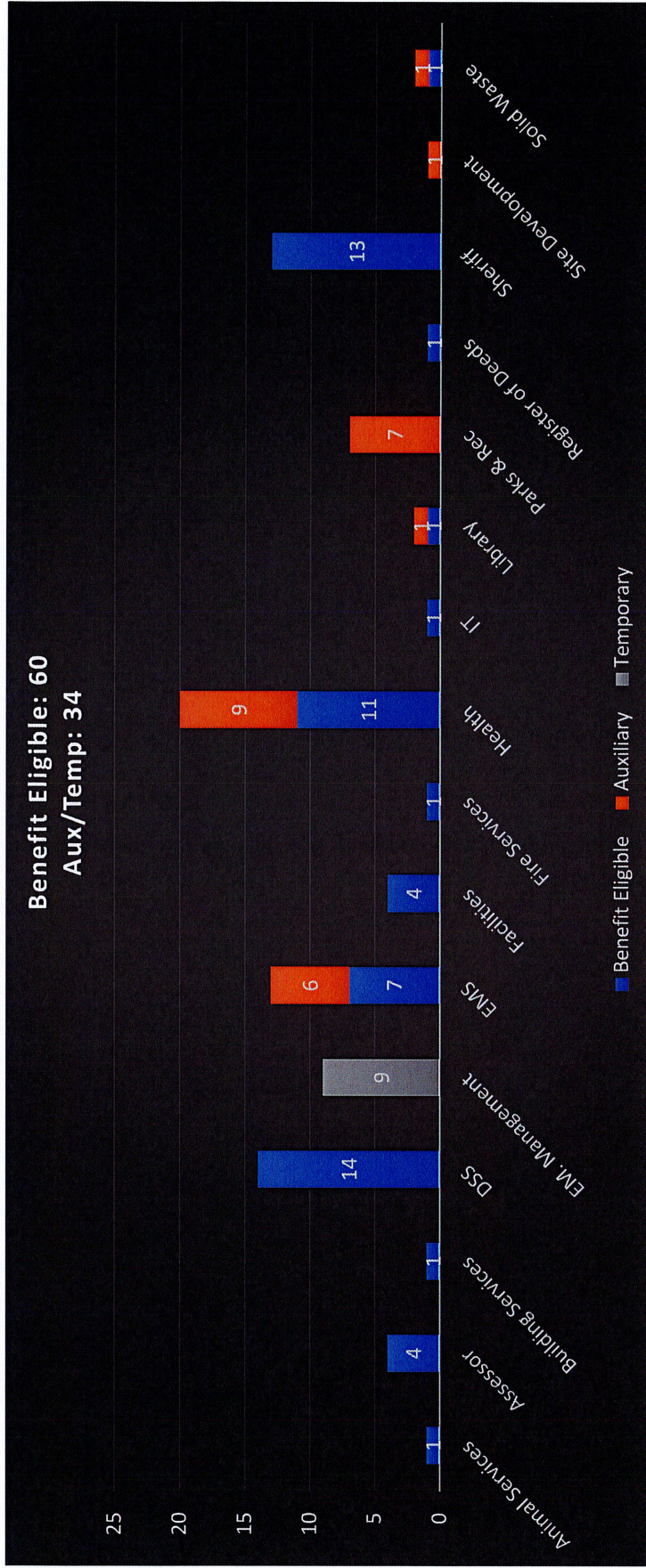
Contact person: Jerrie McFalls, DSS Director/
Secretary to the Board
828-694-6308

Trying

WE ARE HIRING

This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

Currently 94 Vacancies



Great News! Polk County Local Government is now offering a \$1,000.00 sign-on bonus for all full-time and part-time regular new hires through the end of Fiscal Year 2022.



AT A GLANCE: BENEFITS FOR FULL-TIME REGULAR PERSONNEL

Employment Opportunities

Attention Social Workers: Come work for me and some great leaders as a CPS Investigative Assessor or Social Work Supervisor. We are paying high salaries for experience and a \$5000 signing bonus! Message me if interested!

MAKING OUR COMMUNITY BETTER

CLEVELAND COUNTY DSS

WE ARE HIRING!

JOIN US! DIVERSE AND INCLUSIVE CULTURE

Up to 50K based on exp.

Supportive County & Agency Leadership

EXPERIENCED INVESTIGATIVE ASSESSORS

Benefits:

- 5K 401K
- Performance Bonuses
- Award Winning Wellness Programs
- \$0 Employee Premium for Health Plan
- Up to \$1,100 457A Contribution
- Local Government Retirement Plan
- Employee Wellness Center & Pharmacy
- Generous Comp Time, Vac, Sick, Holidays, Potty Leave
- Just Moral!

\$4,500 HIRING BONUS

There are now 4,500 MORE reasons to join our team at the City of Hendersonville

www.hvtrc.gov/jobs

COVID bonuses given to employees of Hayward County Schools in hopes of retaining staff

by Rex Hodge | Wednesday, October 13th 2021



Oct. 2021 - Hayward County school employees are about to see bonus money in their paychecks. It's the district's way of saying thanks to all who have stayed through the pandemic. (Photo credit: WLOD)

Randolph County - Paramedic - \$4,500 Sign-On Bonus

Home » News » Community » Board of commissioners approves nearly \$9 million in raises for county employees

News Community

Board of commissioners approves nearly \$9 million in raises for county employees

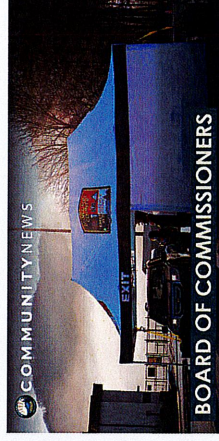
By Macon County News - October 14, 2021

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Amid 18% Emergency Call Surge, Commissioners Get Report on EMS Pay Increase Proposal



Stress from the COVID-19 pandemic, population growth, and other factors have created a 18% increase of emergency calls to Buncombe County's 911 Call Center over the past 12 months. During a briefing on Tuesday, Oct. 12, 2021, the Board of Commissioners discussed a proposal for a pay raise proposal that would reward dedicated personnel who work grueling shifts responsible to respondents at all times of the day and night while helping further position Buncombe County as a desirable location for recruiting and retaining qualified Emergency Services staff.

Translate Options: Spanish, Russian

Article Information
Updated Oct 26, 2021 04:06 PM
Published Oct 19, 2021 03:40 PM

- Featured News
- Commissioners' Meeting
 - Medicals (Gardina) Video
 - Bocan
 - Buncombe County Residents
 - Commissioners' Meeting
 - Through Nov. 8
 - VIDEO RECAP
 - Commissioners Meeting
 - Sept. 7, 2021

Known Obstacles

OTHER EMPLOYER OFFERINGS

- Hazard / Crisis Pay
- Double Time
- One-time Bonuses
- Sign-on Bonuses
- Competitive Compensation based on Salary Surveys
- Remote Work



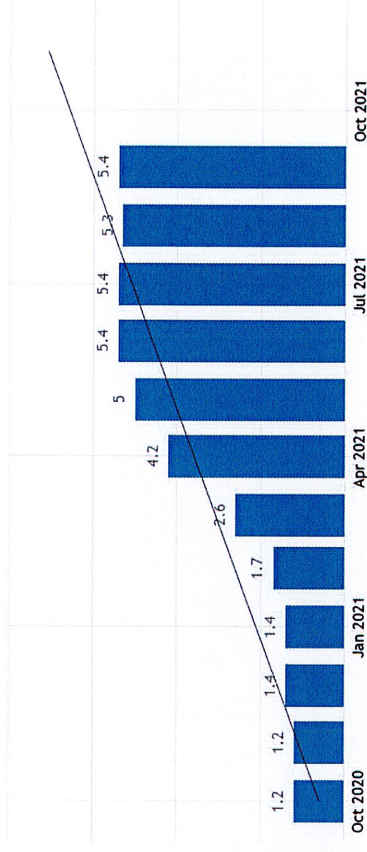
JOB SEEKER OPPORTUNITIES

- Skilled & Unskilled labor jobs are paying higher wages
- Jobs open on every corner
- Variety of non-traditional work schedules
- Robust benefit options (paid leave, 401K, service credit)
- Many workers have not returned to work

Other Recruitment & Retention Factors

Inflation Impact

*'The annual inflation rate in the US edged up to a **13-year high** of 5.4% in September of 2021...' in food, housing, transportation and gas – Trading Economics, US Bureau of Labor Statistics*



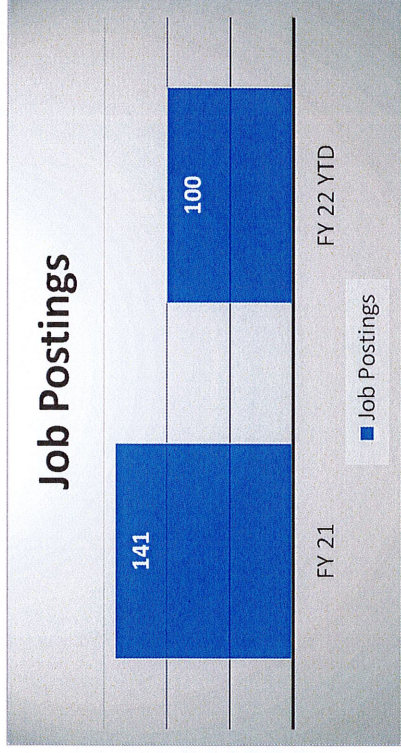
SOURCE: TRADINGECONOMICS.COM | U.S. BUREAU OF LABOR STATISTICS

Training Investment

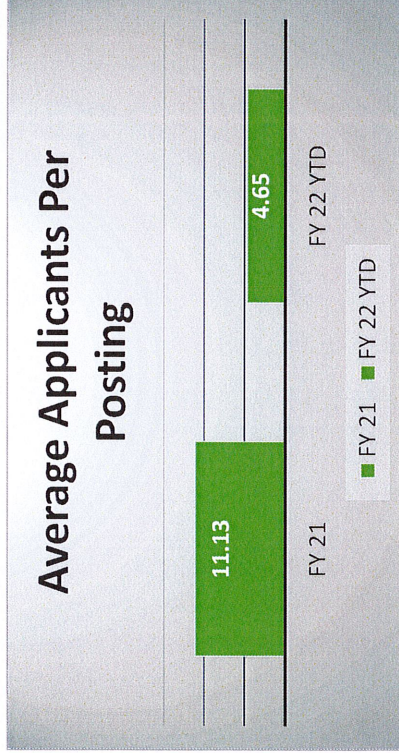
Training length (sometimes can be 1 yr or more), education cost, additional cross-coverage by other staff, only to lose staff to competitor is costly and significant loss of productivity, compromised service delivery, and at risk to meet state and federal mandates

County Job Postings & Applications

*Benefit eligible positions, excluding Sheriff's Dept



- **71%** of positions posted in FY 21 have been posted YTD (4 months) FY 22



- **58%** Reduction in average applications per posting YTD (4 months) FY 22

County Turnover Trends

- **Resignations**

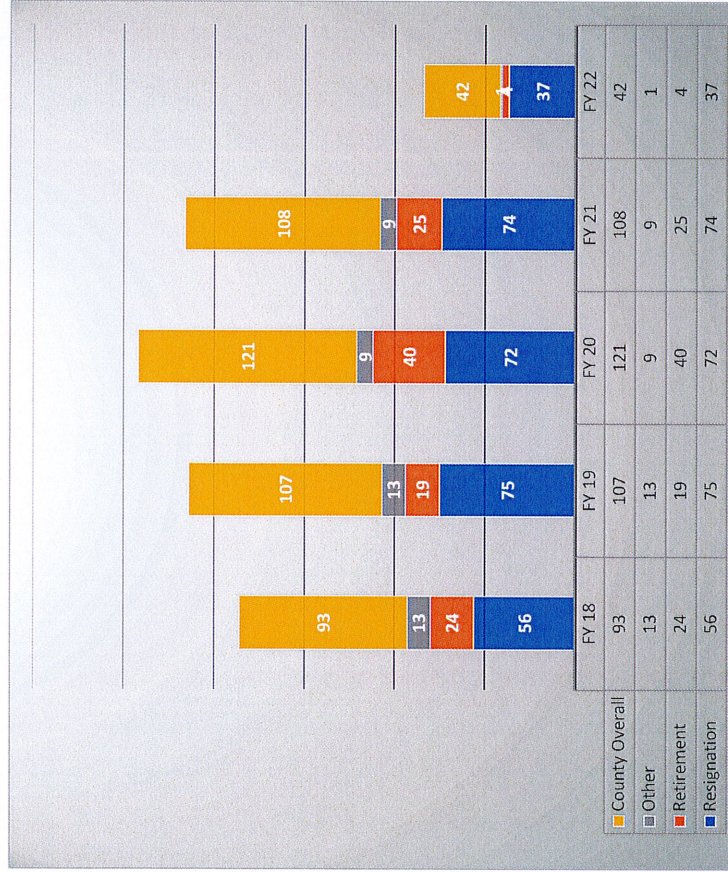
- FY21: **74**
- Q1 FY22: **37**

50% of last year's total after 3 months

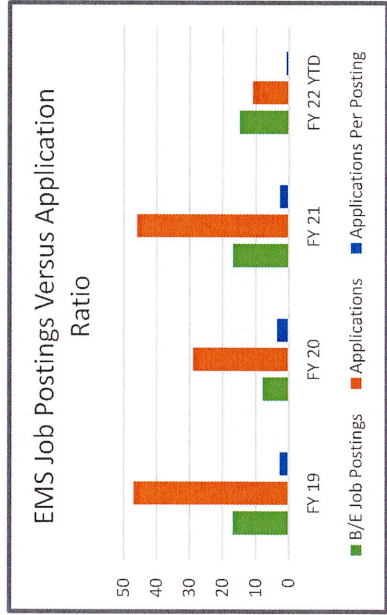
- **Retirements**

- While trending down, approx. **20%** of current workforce is eligible for retirement
- Typically, spike in January & June

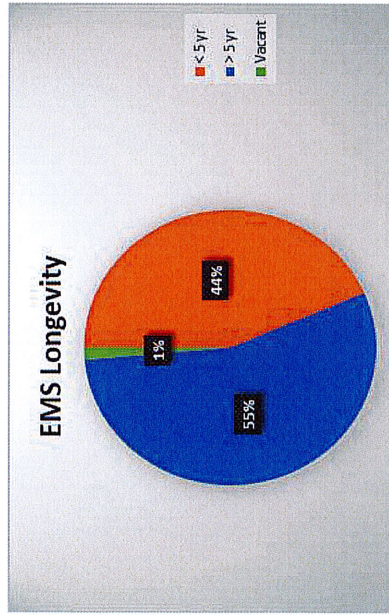
*Approximately **160** are eligible*



Emergency Medical Services

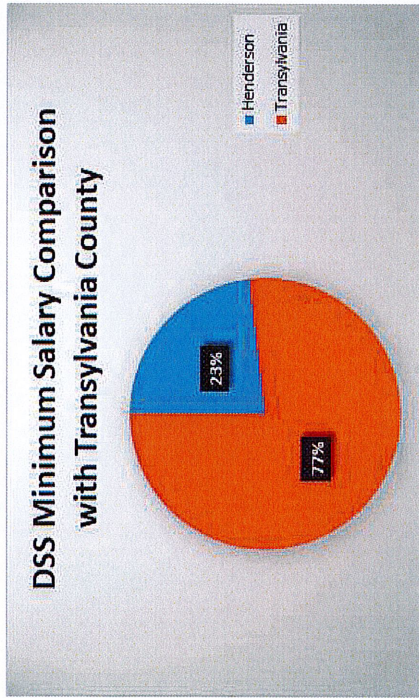
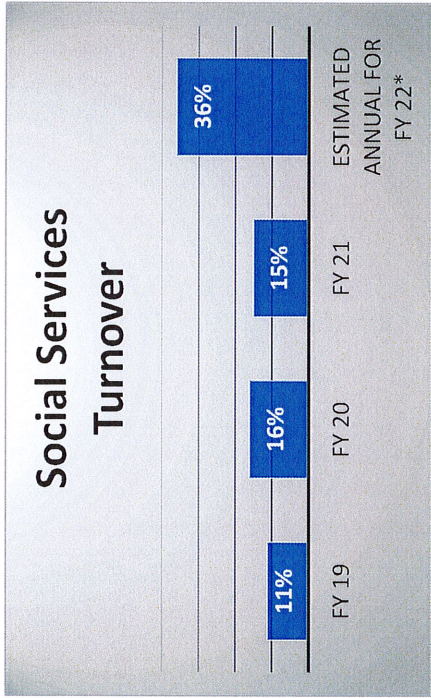


- Analysis of EMS in our geographic area & NC indicates HC is lagging in salaries
- **74%** Reduction of average applications per posting from last yr
- **44%** of staff have less than 5 years of experience with HC
- Estimated cost to replace a full-time staff member is **\$26,816**

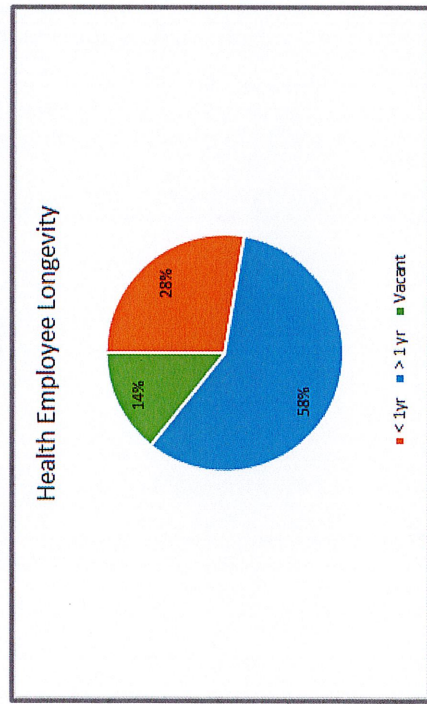
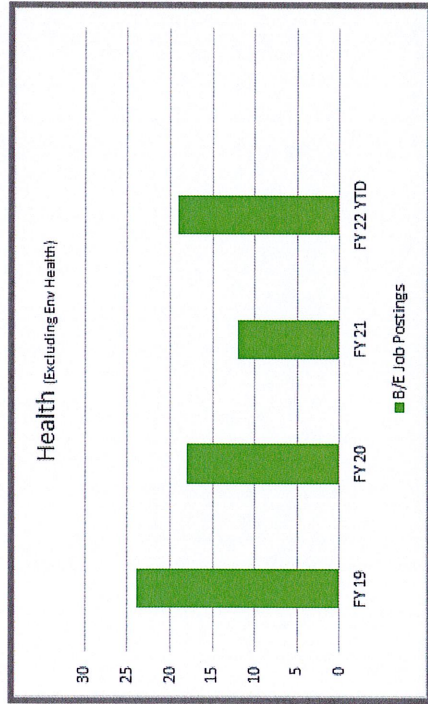


Social Services

- **64%** of all County Q1 FY 22 (3 months) resignations have been from DSS
- **43%** Reduction in average applications per posting



Public Health



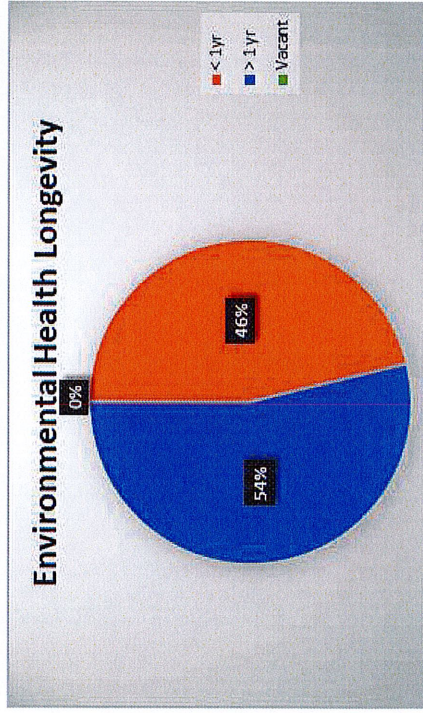
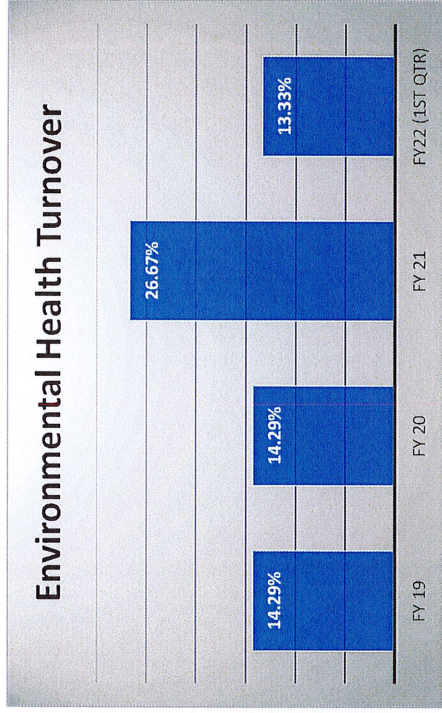
- **158%** increase YTD postings compared to FY 21 (many are new project positions, however, difficult to fill)
- Extremely **high demand** for qualified talent, some in public & private sector
- Increased complexity requires experienced staff with critical thinking skills & high levels of information technology expertise
- **28%** of staff have **less than 1 year of experience** with HC & are not fully functional in their position and an additional **14%** of positions are **vacant**

Environmental Health

- Turnover increased **12.38%** from FY 20 to FY 21

- Estimated time for full productivity for many new hires is 9 months

- **46%** of staff have **less than 1 year** of experience with HC



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